

Via ECFS and Overnight Delivery

March 13, 2012

Ms. Marlene H. Dortch
Secretary
Federal Communications Commission
9300 East Hampton Drive
Capitol Heights, MD 20743-3813
Washington, D.C. 20554

ATTN: Consumer and Governmental Affairs Bureau

RE: Healinc Telecom, LLC Notice of Involuntary Unforeseen Service Interruption

Dear Ms. Dortch:

Pursuant to Section 64.606(h)(3)¹ of the Commission's rules, as amended, Healinc Telecom, LLC ("Healinc") hereby notifies the Commission's Consumer and Governmental Affairs Bureau of an involuntary, unforeseen service interruption due to circumstances beyond Healinc's control.

On March 13, 2012, Healinc was unable to process outbound calls between 1:07 a.m. and 1:21 a.m. Eastern Time - a 14 minute service disruption - as a result of a packet loss through Level 3's network reported by Healinc's Internet service and data center provider, Net Access Corporation. Healinc immediately transferred operations to its redundant server to enable continued operation during this temporary outage, was prepared to notify callers as incoming calling capabilities remained functional, and returned operations to its primary server upon verification that network services had been restored through Network Access Corporation. During this time, Healinc received no incoming calls. Though no subscribers or callers were affected, Healinc confirmed the effectiveness of its network outage procedures, including customer notice, and procedures for backup servers.

¹ 47 C.F.R. §64.606(h)(3).

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The individual responsible for Commission notification was convalescing following hospitalization. Thank you for your attention to this matter. Any questions may be directed to

Mr. Lamar Stewart at (605) 595-5746.

Sincerely,



Lauren J. Stewart

Chief Technology Officer
Healinc Telecom, LLC

Enclosures

cc: (via electronic delivery)
Kris Monteith, Chief, Consumer and Governmental Affairs Bureau
Karen Peltz-Strauss, Deputy Chief, Consumer and Governmental Affairs Bureau
Greg Hlibok Chief, Deputy Chief, Consumer and Governmental Affairs Bureau